



FEDERAL OCCUPATIONAL HEALTH

Organizational Development and Leadership Support Services

The Organizational Health and Development Consulting services of Federal Occupational Health (FOH) are designed to assist Federal agencies with team development, conflict resolution/mediation, leadership development, and the development of strategies for adapting to changes and challenges in the workplace. These services are tailored to meet the needs of individual work groups and are designed to lead to greater organizational effectiveness. Customized services allow FOH to assess the climate of a particular workplace, design interventions, and respond to employee needs as they arise. Our professional consultants specialize in corporate psychology and organizational development and are skilled in team-building, strategic planning, mediation, and employee and management engagement.

Services offered include:

– Leadership Coaching and Support Services

- **Individual Coaching** – Assist with performance improvement and increase their impact on employees and the whole organization.
 - Evaluate leadership abilities, strengths, and challenges
 - Apply evidence-based methods of organizational and leadership development

– Executive Development Coaching

- **Team and Group Coaching** – Provide managers with leadership tools and techniques to improve team performance and foster teamwork.
 - Address intrinsic and extrinsic environmental factors
 - Develop team processes and tools that foster commitment, increase trust, and empower people
 - Facilitate decision-making

- **Career Coaching and Development** – Investing in the organization's most important resource, people, at all levels of the organization
 - Resumé writing and interview techniques
 - Personalized career development assessments
 - One-on-one coaching

What are the benefits?

- Change is a planned and managed process; lowering the risks associated with the change
- Ability to anticipate issues and challenges and respond appropriately
- Staff concerns are acknowledged and addressed; resulting in greater support for change
- Less disruption and impact on staff morale
- Reduced time to implement the change
- Increased chance the change will be sustained over time

"We are in the midst of our work with FOH, and the support and guidance we are getting is invaluable. I look forward to continuing this process knowing that our FOH team is leading us in a positive direction!"

Nicole Ferrentino Greene,
HHS Office on Women's Health

Fast Facts

- Created in 1946, FOH has over 65 years of experience serving Federal employees
- FOH is a Service Unit within the Department of Health and Human Services
- FOH serves more than 1.8 million Federal employees both at home and abroad

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– **Organizational Health Assessments and Evaluation Services** – Conduct organizational and leadership assessments, including 360° and 180° assessments considering performance indicators and overall goals and mission of the organization.

- 360° assessments by quantitative and qualitative methodologies
- Myers-Briggs (MBTI) and the Leadership Practices Inventory (LPI) assessments
- Dominance, Influence, Steadiness, Conscientiousness (DiSC) Personal assessment tool
- Findings are used to design innovative and effective programs, curriculum, and action plans

– **Civility, Respect, and Engagement in the Workplace (CREW) Facilitation Services** – Trained facilitators meet regularly at your site with selected workgroups to support culture change initiatives and foster open communication.

- Voluntary meetings that allow employees to have workgroup-level conversations about civility and work environment to foster positive experiences with each other
- Meeting facilitators encourage problem-solving efforts and conduct activities that can help improve employee relationships
- Practice new behaviors that can become the cultural norm

– **Organizational Development** – Customized organizational development and training services to fit each agency's specific situation and provide services in process improvement, gap analysis, and accountability reviews.

- Organizational planning and change / change management
- Customer service training
- Management style feedback
- Leadership development coaching
- Team building skills
- Communication and conflict management skills
- Making meetings work and presentation skills

– **Strategy Development and Execution** – Experienced consultants work with senior leadership to clarify organizational strategy, develop a strategic plan and execution to implement, and develop performance reporting metrics.

For more information, please contact the FOH Center for Organization Development: **301-492-5403** or **Priscilla.Clark@foh.hhs.gov**.

